

# stenocord case history



**CLASSIFICATION:** Manufacturer

**ORGANIZATION:** Beckman Instruments, Inc.

From corporate headquarters in Fullerton, California, Beckman lines of communications reach out to offices, plants and customers in nearly 70 countries throughout the world. The firm was founded in 1935 by Dr. Arnold O. Beckman. Products have been basic tools of measurement in advancing technologies—helping scientists and engineers answer difficult problems of analysis, measurement and control.

## **PROBLEM:**

Beckman's Helipot Division found the communication of production line problems required too much time to reach engineering, quality control, supply and other departments. Often problems were causing costly production delays. In other cases problems were being solved on the spot, but solutions were never recorded for future use. Additional personnel and paperwork was not the solution.

## **SOLUTION:**

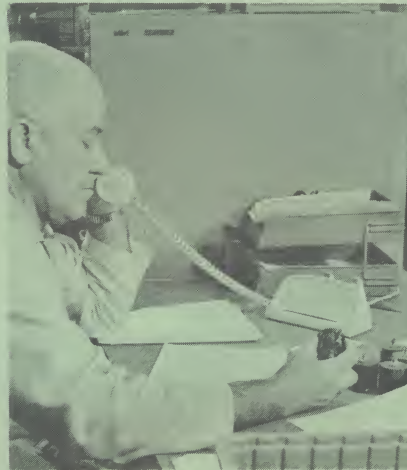
A Stenocord system of one tel-Expediter IV recorder and a transcriber in the production office was linked to seven dictation stations on the production line. Supervisors pick up a handset anytime and simply state the problem. Each morning the information is transcribed—typed on a master and duplicated. There is an immediate distribution of copies to all departments concerned.

## **RESULTS:**

The Stenocord system helps Beckman people communicate production problems more quickly and solve them before they grow. The Production Manager, Bill Milton, states a definite increase in production efficiency has been realized. Errors are isolated. A new flow of production information permits more reliable customer service. The system also helps eliminate a "crash" repair program should breakdowns in equipment occur. Supervisors can order preventative maintenance on machinery as difficulties are spotted. This reduces overtime expenses. When inventories of manufacturing supply items run low, the word is in the hands of Purchasing and Supply Departments the next morning. Production line material shortages are corrected immediately.



"We feel that improved communications was a key to increased production efficiency. We can design and build anything. We just had difficulty communicating with each other quickly and clearly," comments Bill Milton, Beckman's Helipot Division Production Manager.



A production line supervisor dictates valuable information on production problems and possible solutions. There is no need for additional personnel or paperwork.

Production problems are typed each morning. They are duplicated and sent to all who recorded a problem. There is an immediate distribution to all departments involved. The Stenocord recorder is available at all times. The information recorded on the Stenobelt is typed from the Stenocord Model 260 transcriber by the Production Manager's secretary.



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Bill Milton makes a special effort to discuss engineering problems with appropriate departments as soon as possible. At the end of each week, the production secretary makes a master list of all unsolved problems. Copies are distributed and an interdepartmental review is held.



"Ultimately, the Beckman customer benefits from a smoother flow in production. Proper communications helps keep costs down and production schedules on time. The Stenocord system serves as a focal point for the communication of information on production problems." Bill Milton.



Beckman's Machine Shop Supervisor dictates vital information from his work area, thus eliminating time consuming trips to the Engineering and Manufacturing Departments. A copy of the information is on his desk before noon the following day.



Other departments and divisions at Beckman use Stenocord equipment for correspondence, reporting and memos. One is the Quotations Section of the Foreign Department. Each foreign quotation contains a covering letter, proposal and selling information. Dictation and transcription are carried on efficiently in this section because of control features built into Stenocord equipment.

**stenocord**  
C O R P O R A T I O N

